



SEPTEMBER 1, 2025

STRATEGIC
PLAN

2027



DEAR FRIENDS AND PARTNERS,

It is my privilege to present the New Mexico Aging and Long-Term Services Department's Strategic Plan for 2025. As New Mexico's aging population continues to grow at one of the fastest rates in the nation, our responsibility to ensure that older adults, adults with disabilities and caregivers are supported has never been greater.

The work of ALTSD is guided by a clear mission: to provide accessible, integrated services that empower New Mexicans to live on their own terms, in their own communities, for as long as possible. We envision a state where lifelong independence and healthy aging is the goal for every resident, supported by programs and services that reflect cultural diversity, equity and compassion.

This plan reflects the voices of our communities. Through statewide surveys, focus groups and listening sessions—from senior centers to tribal communities, from urban areas to rural and frontier counties—we heard directly from those we serve, their families, and the providers who support them. Their input shaped the goals and strategies you will find in these pages.

To work towards this vision, ALTSD is focused on expanding access to home and community-based services, including caregiver supports and long-term care resources. We are strengthening

behavioral health and dementia care strategies, addressing food insecurity and housing stability through innovative partnerships. We are striving to reduce abuse, neglect and exploitation with stronger protective systems and community engagement. Simultaneously, we are deepening collaboration with Tribes, Pueblos and Nations to enhance culturally responsive services, all while building a sustainable, resilient workforce dedicated to serving our most vulnerable populations.

This work cannot be done alone. It requires the continued collaboration of state agencies, local governments, service providers, volunteers, caregivers, advocates and the community at large. I am grateful to all of our partners, staff, and volunteers who tirelessly serve New Mexico's elders and adults with disabilities with compassion and integrity. Together we are building a New Mexico where every person can age with joy, dignity and purpose.

With gratitude and solidarity,

Emily Kaltenbach
ALTSD Cabinet Secretary

OUR VISION, MISSION AND VALUES

Overview

The New Mexico Aging & Long-Term Services Department (Agency) was established in 2004 to provide advocacy, support, and resources for older adults and adults with disabilities. The Agency oversees the state's Area Agencies on Aging to elevate the quality of care at senior centers, offers advocacy through the Long-Term Care

Ombudsman volunteer program, and provides intervention through the Agency's Adult Protective Services Division. Additionally, the Agency houses the state's Aging and Disability Resource Center, which assists constituents through counseling, education, and connection to resources throughout the state.

Vision

Lifelong independence and healthy aging.

Mission

Providing accessible, integrated services to older adults, adults with disabilities, and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety & well-being, thereby empowering them to live on their own terms in their own communities as productively as possible.

Guiding Principles

Protect the safety and rights of those we serve; Promote personal choice and self-determination; Treat all people with respect; Embrace cultural diversity; Encourage collaborative partnerships; Provide fiscally responsible services.



OUR ORGANIZATION

The Aging and Long-Term Services Department (ALTSD) is committed to ensuring that New Mexico's older adults, adults with disabilities, and their caregivers have the right to remain active participants in their communities; to age with dignity and respect; to be protected from abuse, neglect, and exploitation; and to have equitable access to health care and social supports.

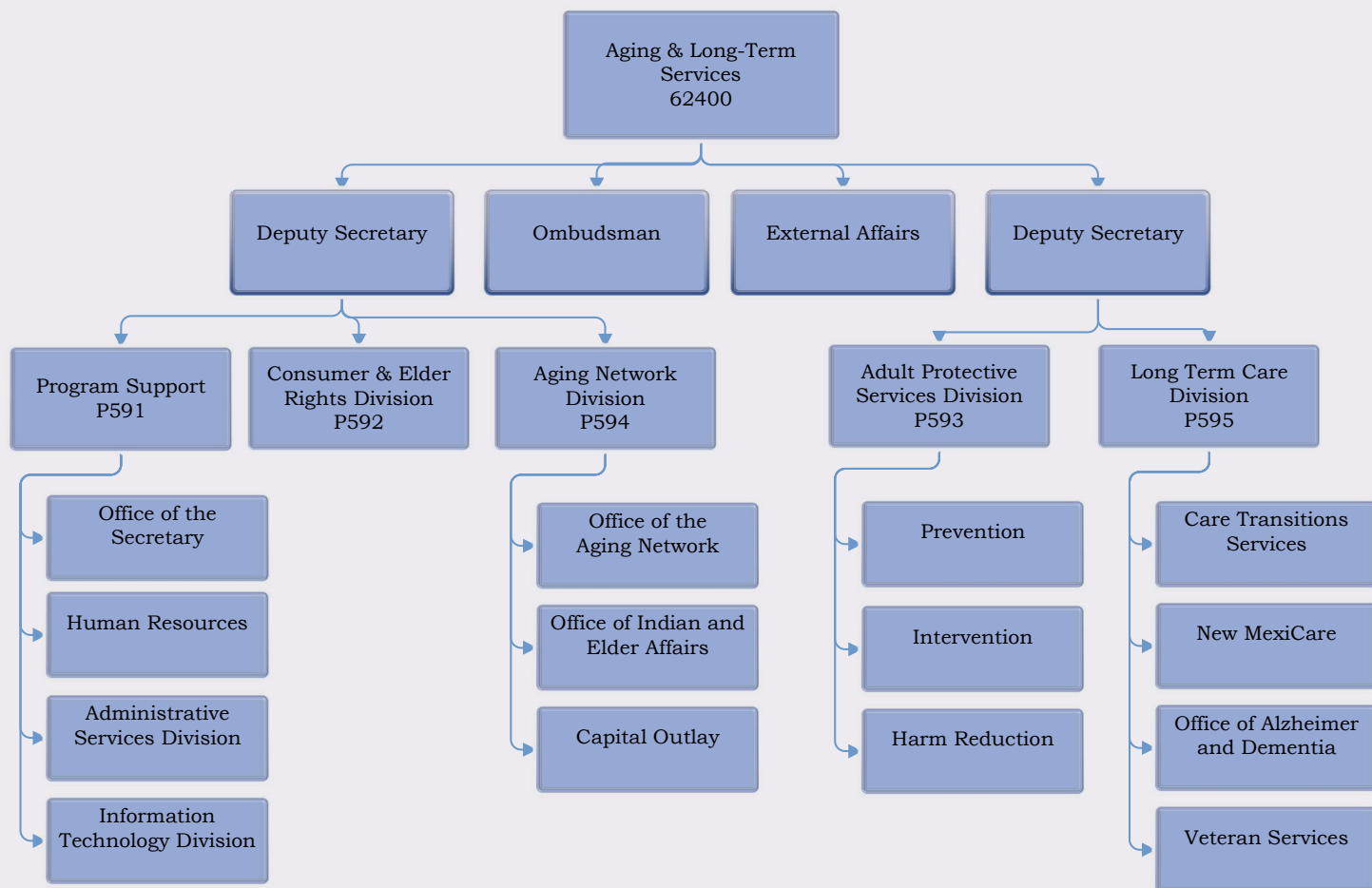
New Mexico's aging population is both large and rapidly growing. As of 2024, nearly one in five New Mexicans were aged 65 or older—a share increasing at a faster rate than the national average. By 2030, the state's older adult population is projected to grow by 122%. This demographic shift brings increasing vulnerability across multiple domains, including poverty, housing stability, mental and behavioral health, cognitive functioning, and disability status.

The complexity of needs among older adults is also intensifying. Older adults' health outcomes are influenced by social determinants of health (SDH) encompassing factors across various domains including healthcare access, education access, social and community context, neighbourhood, housing and built environments and economic stability. An estimated 20% of adults aged 60 and older and 25% of Medicare beneficiaries live with a behavioral health condition. The growing prevalence of mental health and substance use disorders significantly impacts health, independence, and overall quality of life. In response, ALTSD established new goals in 2025 to better address behavioral health and cognitive care needs, while also recognizing the importance of building internal supports to help staff mitigate secondary trauma experienced in serving this population.



Housing challenges further compound the risks facing older New Mexicans, many of whom live on fixed incomes. Seniors face limited flexibility in managing rising costs of living, making them particularly vulnerable to affordability pressures, eviction, and homelessness. Between 2019 and 2022, homelessness among older adults in New Mexico increased by 37%. For those wishing to age in place, barriers such as deteriorating infrastructure, costly home modifications, and the demands of maintaining larger, aging homes pose additional hardships.

ORGANIZATIONAL CHART



STAFF/DIVISION OVERVIEW

Administrative Services Division:

The Administrative Services Division (ASD) provides critical financial and operational support that empowers the agency's program divisions to function efficiently and effectively. ASD manages key areas including human resources, budgeting, procurement, contracting, and capital projects, ensuring all activities align with standards of compliance, transparency, and accountability. Through the implementation of sound business practices, ASD supports consistent processes and procedures that drive the department's mission and strategic objectives.

Aging Network Division:

The Aging Network Division (AND) includes the Senior Services Bureau, Senior Employment Programs Bureau, Capital Outlay Project Bureau and Food Security Programs. The division administers federal and state funding for nutrition, transportation, social services, health promotion, volunteer programs, senior employment, and physical fitness initiatives through partnerships with Area Agencies on Aging and other providers. It manages capital appropriations for senior centers, vehicles, and equipment statewide.

External Affairs:

The Office of External Affairs (OEA) is to provide a comprehensive strategy to elevate public awareness, improve access to aging-related services, strengthen partnerships, and support the department's mission to promote independence, dignity, and quality of life for older adults and adults with disabilities.

General Counsel:

The Office of General Counsel (OGC) provides high quality legal services to all ALTSD's divisions, bureaus and programs. The office assists all the Department's divisions with a wide range of legal issues, including the development of contracts, participation in hearings, litigation, legislative initiatives, compliance with state and federal laws and regulations, policy, and program development.

Information Technology:

Information Technology supports the agency's mission by leveraging technology to deliver efficient, coordinated services for older adults and adults with disabilities. IT manages vital systems, ensures reliable infrastructure, adapts solutions to evolving needs, and partners on statewide initiatives to improve data sharing, health, and safety—empowering New Mexicans to live independently with dignity and security.

STAFF/DIVISION OVERVIEW

Office of Indian and Elder Affairs:

The Office of Indian Elder Affairs (OIEA) advocates for funding, services, resources, and healthy aging initiatives on behalf of senior centers and adult day service centers serving New Mexico's 23 Tribes, Pueblos and Nations. OIEA also supports tribal elders, caregivers, and families by providing information about available services and resources.

Office of Policy, Planning and Special Projects:

The Office of Policy, Planning and Special Projects (OPPSP) works to advance the organization's mission by shaping policies, planning strategically for the future, and leading key initiatives that strengthen our communities. The office tracks important legislative and regulatory changes, identifies opportunities for innovation, and secures funding to expand programs and services.

Consumer and Elder Rights Division:

The Consumer and Elder Rights Division (CERD) assists older adults, people with disabilities, caregivers, and families through its Aging and Disability Resource Center (ADRC) and community programs. It offers counseling on Medicare, Medicaid, and long-term supports, connects consumers to resources, and conducts eligibility



STAFF/DIVISION OVERVIEW

assessments. Through the State Health Insurance and Assistance Program (SHIP), trained counselors provide unbiased guidance, with outreach to rural areas. CERD also operates a statewide contact center to resolve concerns and ensure timely access to services that support independence and well-being.

Adult Protective Services Division:

The Adult Protective Services Division (APS), investigates allegations of abuse, neglect, and exploitation (ANE) of vulnerable adults 18 years of age and older, who do not have the ability to self-care or self-protect, in all setting throughout the state of New Mexico. In addition to providing protective services using the least restrictive means possible, APS focuses on prevention by identifying risks early, connecting individuals to community resources, and strengthening supports to reduce the likelihood of future harm.

Long-Term Care Division:

The Long-Term Care Division (LTCD) provides services and supports for caregivers and the individuals they are caring for who need assistance with daily activities due to aging, chronic illness, disability, or other conditions. These programs help individuals maintain their quality of life and allow older adults to thrive in their homes and communities.

New Mexico Long Term Care Ombudsman:

The Long-Term Care Ombudsman Program (LTCOP), mandated by federal and state law and funded under the Older Americans Act, advocates for the rights and well-being of New Mexicans living in nursing facilities and assisted living facilities. The program provides independent, resident-directed advocacy by investigating and resolving complaints, ensuring access to services, and representing residents' interests with agencies and policymakers. Staff and volunteers work to protect health, safety, welfare, and rights, offering a confidential voice for residents and guidance to providers, while monitoring and recommending improvements to laws, regulations, and policies affecting long-term care.

ALTSD BY THE NUMBERS — FISCAL YEAR 2025

114,771

Total Seniors Served

52,363

Consumers Served
by Aging And
Disability Resource
Center (ADRC)

108

Community
Counseling Events
on Medicare Open
Enrollment

1,820

Individual Referrals
Responded to For
Assistance with
Medicare, Medicaid,
and Other Resources

15,302

APS Reports

1,211

Volunteers
Through Senior
Volunteer Programs

Estimated

22%

of The 60+
Population Is Served
With OAA Title III
Services

253

Food Boxes Delivered
to Vulnerable Adults

55

Ombudsman
Community
Education and
Training

300 +

Aging Network
Organizations/
Sites, Funded by the
Department

THE GOALS, OBJECTIVES, AND STRATEGIES

Two phases of stakeholder engagement and data collection were conducted to assess the needs of older New Mexicans and caregivers, providing the foundation for the goals and strategies of the strategic plan. The Aging and Long-Term Services Department (ALTSD) contracted the Center for Applied Research and Analysis at the University of New Mexico (UNM) Institute for Social Research to carry out a statewide mixed-methods needs assessment, with particular attention to service gaps in rural and frontier communities.

As part of this process, a survey of service providers—including contractors, area agencies on aging, senior volunteers, and providers and administrators serving Tribes, Pueblos, and Nations—was completed. In addition, focus groups were conducted in five counties: Bernalillo, McKinley, Mora, Santa Fe, and Union. UNM also facilitated engagement through listening sessions at the State Conference on Aging, senior center surveys, roundtable discussions, and a public comment period.

The goals, objectives, and strategies that follow are a direct reflection of the input gathered through these efforts.

GOAL #1

Administer and expand core programs that enable older New Mexicans to remain in their residence and community through the availability of and access to high-quality home and community services and supports, including supports for families and caregivers.

OBJECTIVE 1.1

Expand access to information, referral and assistance to evidence-based services for consumers through the Consumer and Elder Rights Division (CERD).

Strategies:

- Enhance the Aging and Disability Resource Center operations to increase staff levels to facilitate warm handoffs to ALTSD programs and external partners.
- Modernize and integrate information technology systems to communicate with Medicaid programs across agency programs such as APS and Aging Network.
- Increase Medicare knowledge and eligible benefits access through the Senior Health Insurance Program (SHIP)
- Increase outreach efforts to senior centers, Aging Network, and community partners, including with Tribes, Pueblos, and Nations to help prevent healthcare fraud through Senior Medicare Patrol (SMP).
- Update information access with texting capabilities, on-demand case management, and website updates.
- Enhance resource education and offerings for individuals who live with disabilities and their caregivers.
- Strengthen collaboration with NM Health Care Authority divisions who support these constituents.

- Expand facilitation of counseling sessions with expansion of a CERD presence across New Mexico at Family Resource Center's including in Espanola, Albuquerque, Los Lunas, Roswell and Las Cruces.
- Increase awareness and access to assistive technology by promoting the New Mexico State Assistive Technology Program to ensure information is disseminated to aging service providers and consumers.
- Promote the integration of core OAA programs with non-formula grant programs such as SHIP and SMP to ensure seamless access to services and supports.
- Establish coordinated referral protocols and joint outreach between OAA core programs SHIP and SMP to streamline access and improve service navigation.

OBJECTIVE 1.2

Implement Office of Alzheimer's and Dementia state plan to provide education, training and support for direct care workforce and caregivers.

Strategies:

- Update ALTSD's Office of Alzheimer's and Dementia Care State Plan for 2026 – 2029 to include strategies that meet the needs of local communities throughout New Mexico by gathering input from various internal and external stakeholders.
- Develop Alzheimer's and Dementia Care Advisory Council to provide subject expertise and guidance and inform office strategy and community needs.
- Gather input from internal and external stakeholders to train and educate direct care

workers and caregivers and guide office strategies.

- Establish a standardized statewide data collection system to guide program planning and policy development. Identify and support evidence-based and tested training programs to train and education direct care workers and family caregivers that demonstrate effectiveness and share that information that is easily accessible to family caregivers.

OBJECTIVE 1.3

Expand community supports, referrals, transportation and legal assistance with Title III B Supportive Services

Strategies:

- Implement a Community Health Worker program to inform seniors of local resources for referral and outreach in appropriate internal and external programs.
- Collaborate across state agencies, local governing bodies, MCO and hospital services, and religious groups to support transportation services.
- Prioritize legal assistance in each planning and service area with Legal Developer input and oversight.
- Expand Care Companion Program volunteers in long term care facilities statewide to provide companionship to residents.

OBJECTIVE 1.4

Reduce hunger, food insecurity, and malnutrition while promoting socialization and overall well-being.
Title III-C Nutrition Services

Strategies:

- Partner with AAAs and providers to expand meals to rural and identified gap areas.
- Implement grab-n-go meals services to consumers with behavioral health barriers.
- Expand in-house food pantries and food box availability for at-risk older adults and individuals with disabilities.
- Promote and develop nutrition education and “meal programming” with AAAs
- Establish pilot programs such as restaurants or grocery store vouchers to address food insecurity and related social determinants of health.
- Collaborate with AAAs, partner state agencies, and MCOs on value added benefits for older adult nutritional needs and those eligible or accessing SNAP, food box distribution, and senior farmers market vouchers.
- Establish Senior Cafe model at health clinics to address gap in food services and socializing.
- Conduct statewide nutrition risk screening using standardized tools such as the DETERMINE checklist or Nutrition Screening Initiative in congregate and home delivered meal programs.
- Increase access to nutritious meals through enhanced outreach to underserved populations, including rural communities, Tribal elders, and isolated older adults.
- Expand nutrition education and counseling

services focused on healthy aging, chronic disease prevention, and culturally relevant dietary practices.

- Collaborate with Adult Protective Services staff to complete nutritional assessment of consumers and referrals for home delivered meals and referral process to AAAs and OAA direct service providers.

OBJECTIVE 1.5

Build infrastructure for Long-Term Care Division to align services and provide person-centered home and community-based services.

Strategies:

- Integrate home and community-based services technology to promote person-centered services and case management.
- Streamline operations to enhance process efficiency and customer experience.
- Enhance caregiver support to include Alzheimer’s and dementia programming and support transitions from facility-based care back to the community.
- Conduct long-term care facility assessment report to analyze and assess quality of facility with aims to offer recommendations and strategies to improve quality.
- Establish and strengthen community partnerships, including with Tribes, Pueblos and Nations to improve access to home and community-based services programs including caregiver training, tools, respite and adult day care resources.
- Develop data system to track long-term care utilization, service gaps, and outcomes of those being served

- Increase long-term care caregiver workforce through career development
- Assess caregiver needs and resources with internal and external stakeholders
- Implement participant-directed, person-centered service planning to ensure clients are actively engaged in care planning decisions, supported by culturally responsive tools and guidance.

OBJECTIVE 1.6

Strengthen home and community-based supports (HCBS) and services

Strategies:

- Expand HCBS services via the New MexiCare program, Veteran Directed Care Program, and Care Transitions focused on older adult continuum of care.
- Develop strategies for long-term financial sustainability to include financial assistance to caregivers, respite care, adult day care, training, and resources.
- Partner with state agencies, Tribes, Pueblos and Nations, community organizations, and technical assistance partners to develop strategies to increase and retain caregiver workforce.
- Implement Care Transition Program via Community Care Corp to support older adults in underserved and rural communities transitioning from nursing facilities to homes with volunteer-based transportation, chore services, and companionship.
- Provide technical assistance under the Community Care Corp grant to Tribes, Pueblos and Nations interested in developing

volunteer-based transportation programs.

- Integrate participant-directed care plan models into case management for HCBS.
- Integrate aging network services with ADRC and other HCBS programs
- Develop shared referral tools and electronic communication systems between AAAs, OAA direct service providers, and Medicaid HCBS providers.
- Provide ADRC personnel on cross-program eligibility/ service coordination training.
- Facilitate community-based options for older adults at risk of institutionalization
- Implement monthly targeted outreach to increase awareness of programs and provide service coordination for older adults who are community-dwelling and at risk of institutionalization and residents of nursing facilities who can transition home.
- Expand collaboration among nursing facilities, MCOs, PACE, Albuquerque Housing Authority, and AAAs for discharge planning and HCBS supports.

OBJECTIVE 1.7

Strengthen and support New Mexico's direct care workers and caregivers across New Mexico

Strategies:

- Develop work group and partnership across state agencies including the HCA, Workforce Solutions, and the National Direct Care Workforce Strategies Center to identify and prioritize key actions to streamline efforts to support caregivers and direct care workers.

- With state agencies, community partners, including Tribes, Pueblos, and Nations, advocate for workforce development training, promote recruitment, and retention of direct care workers.
- With partners, advocate for improved wages, benefits, and career pathways for direct care workers and caregivers serving older adults.
- Coordinate Title III-E caregiver services with Lifespan Respite Care Program Align National Family Caregiver Support Program efforts with New Mexico's federally funded Lifespan Respite Care Program to improve access to respite services, adult daycare services, caregiver training, and referral systems.
- Promote training, referral systems between community partners, Tribes, Pueblos and Nations, self-directed caregivers, and respite providers.
- Coordinate with the Administration on Aging's National Technical Assistance Center to support Kinship Families
- Establish formal coordination with National Technical Assistance Center to share best practices, access resources, and enhance local kinship care program.
- Support kinship and grandfamily caregivers through outreach, support groups, legal assistance, referrals, and individualized care plans with goal setting.



GOAL #2

Promote equity and well-being for older adults with greatest economic and social need across New Mexico by responding to social determinants of health, including food and housing security, social support and connection, employment and meaningful engagement, and access to information and health services.

OBJECTIVE 2.1

Provide opportunities for consumers, caregivers, and providers to develop sustainable opportunities to address determinants of health within the Aging Network service providers.

Strategies:

- Expand volunteer transportation program to North Central New Mexico Economic Development District (NCNMEDD) Non-Metro AAA counties
- Launch a pilot program for specialized pharmacy services to provide medication management, reviews, and consultation with a focus on needs of seniors.
- Assess feasibility of pilot program for mobile health services for seniors. The pilot may include check-ups, vaccinations, health screenings, support chronic conditions, and other preventive care.
- Develop partnerships with the NM Department of Veteran Services, hospitals, and new specialized passenger services to implement transportation of older adults to medical appointments.
- Provide technical assistance and training

to NM's four AAAs, including Indian and Navajo AAAs, to broaden consumer base and implement a non-profit business, entrepreneur management structure with diverse services and funding streams.

- Crosstrain ALTSD staff to support consumers to provide integrated services.
- Collaborate across state agencies to address digital divide to apply various formats and languages to reduce barriers to receiving information.

OBJECTIVE 2.2

Improve coordination between the Senior Community Service Employment Program (SCSEP/ Title V) and other Older Americans Act programs to enhance service integration and support economic security for older adults.

Strategies:

- Facilitate regular coordination meetings between Title V program staff and AAAs to align outreach, referral, and service delivery efforts.
- Develop shared training opportunities for Title V and OAA program staff to strengthen cross-program understanding and collaborative case management.
- Expand training opportunities for older adults returning to the workforce in collaboration with NM Higher Education institutions.
- Implement senior employee liaison support into ALTSD programs
- In partnership with the Department of Workforce Solutions, quantify and qualify the economic impact this demographic contributes to both consumer spending and tax revenues.

OBJECTIVE 2.3

Target services using standardized definitions of greatest economic and social need

Strategies:

- Provide training for AAA staff and providers to ensure consistent application in client assessments and outreach.

OBJECTIVE 2.4

Assess and address access barriers to expand service needs of older adults from rural, underserved, and culturally diverse communities, including LGBTQ communities, and adults living with chronic conditions, such as HIV/AIDS

Strategies:

- Conduct regional needs assessments and stakeholder engagement with corresponding populations, including disability advocates, with Tribes, Pueblos and Nations, and community health workers to design and implement targeted outreach strategies.
- Prioritize linguistically and culturally competent materials to improve awareness and access.
- Assess needs of LGBTQ older adults to improve access to services.
- Partner with state agencies, community partners, Tribes, Pueblos, and Nations, and local organizations to advocate, expand and enhance referral pathways.
- Conduct training to increase provider awareness of aging with chronic conditions and HIV-related needs.

- Expand use of mobile units, virtual service delivery, and community-based volunteers to reach rural and frontier areas.
- Replicate and share successful rural access models across regions.

OBJECTIVE 2.5

Address social determinants of health (SDOH) among high-need older adults including social isolation and health effects

Strategies:

- Incorporate SDOH indicators into client assessments across AAAs.
- Expand service offerings to address housing, transportation, nutrition, social engagement, and digital inclusion.
- Provide training for staff and volunteers to recognize and respond to social isolation risk.
- Support engagement programs such as senior companion services, virtual classes, and intergenerational activities.

GOAL #3

Reduce occurrences of abuse, neglect and exploitation while improving outcomes in communities and long-term care settings and preserving the rights and autonomy of older New Mexicans.

OBJECTIVE 3.1

Expand Adult Protective Services to vulnerable adults to support access to services and provide resources.

Strategies:

- Expand transportation and in-home services, including personal care, homemaker assistance, meal delivery, respite care and emergency placements.
- Enhance legal aid partnerships to provide older adults with comprehensive support for guardianship issues, elder financial abuse, and property disputes, ensuring that legal barriers do not exacerbate existing challenges.
- Assess opioid misuse to focus on prevention, intervention, and support services to reduce the associated risks that lead to abuse, neglect, and exploitation.
- Combat isolation and foster social connectedness by collaborating with programs for social engagement, senior centers, and virtual connections to foster community involvement, emotional support, and volunteer companions.
- Strengthen financial exploitation prevention

by collaborating with financial institutions to develop policies and procedures that identify and report financial exploitation of older adults.

- Create a proactive risk assessment tool to allow individuals to self-identify risk of abuse, neglect, or exploitation to integrate community resources, mental health services, and family engagement.
- Expand Multidisciplinary Teams to include ALTSD, law enforcement, health professionals, social workers, and legal experts to collaborate on complex cases to ensure a holistic response to addresses needs of individuals and communities.
- Upgrade to an integrated case management system to enhance tracking, reporting, and case prioritization.

OBJECTIVE 3.2

Grow the LTC Ombudsman volunteer program to one volunteer assigned per facility to supplement the staff Ombudsman facility responsibilities

Strategies:

- Expand and strengthen networks to recruit volunteers via collaboration with other ALTSD divisions, community partners, and local schools.
- Develop and maintain a volunteer training plan implementing updated training materials and resources.
- Create a volunteer retention plan to prioritize retention and recognition and support in-person, coordinated peer support with training opportunities with volunteer coordinator.



OBJECTIVE 3.3

Enhance systems and supports to mitigate abuse, neglect, exploitation for vulnerable adults

Strategies:

- Increase APS funding for emergency placement and related home services including personal care, chore assistance, meal delivery, and respite care.
- Establish a Mobile Behavioral Health and Nurse Response Team to address high-risk self-neglect cases and provide immediate intervention for at-risk seniors and to assess cases needing placement and guardianship.
- Strengthen partnerships with community organizations (e.g., food banks, senior centers, and home modification programs) to improve resource accessibility.
- Expand investigative caseworker staffing statewide to enhance response capacity to a growing aging population.
- Leverage technology to improve resource navigation, referrals, and service coordination.
- Increase transportation access for APS clients in rural areas.

GOAL #4

Assist Tribes, Pueblos and Nations in accessing Title III funding and enhance coordination between Title III and Title VI programs.

OBJECTIVE 4.1

Analyze current funding systems and develop recommendations to improve access and coordination.

Strategies:

- Hire a TPN consultant to conduct an analysis and develop recommendations with the input from Tribal stakeholders, including Tribal elders, Title VI Coalition, NM Indian Council on Aging, existing providers, AAA's and the ALTSD Policy Advisory Board, among others.
- Form a tribal advisory workgroup.
- Map and assess current funding, age requirements, provider capacity and readiness, and service delivery landscapes.
- Review best practices and collect appropriate qualitative and quantitative data to inform the planning.
- Present findings and recommendations on a new federal funding service delivery mechanism to Tribal stakeholders for final review and input.
- Integrate recommendations into State Plan and/or State Plan amendments.

OBJECTIVE 4.2

Improve communication and outreach regarding Title III opportunities

Strategies:

- Conduct stakeholder analysis to tailor messaging and outreach methods
- Develop a multi-channel communications plan
- Create a centralized funding information hub that includes allocations to NM Tribes.
- Customize materials
- Establish feedback loops to improve communication effectiveness

OBJECTIVE 4.3

Address and develop opportunities for tribal providers to apply and access federal funding and provide federal funding core program sources.

Strategies:

- Develop and disseminate a culturally appropriate funding opportunity guide.
- Provide sample reporting tools and access to peer learning sessions to support compliance.
- Provide support and training of federal funding compliance and reporting requirements, and core program services benefiting elders, with a focus on those with the greatest economic and social needs, in efforts to support independent living within communities. These services may include nutrition programs, senior center or adult day care operations, caregiver support, health promotion and disease prevention, transportation or legal assistance.

OBJECTIVE 4.4

Strengthen coordination between federal funding programs to promote equitable access and service delivery for American Indian Elders

Strategies:

- Implement and sustain a Tribal consultation and coordination process and continue regular meetings with Title VI program directors and Tribal AAAs.
- Enhance outreach and communication between Title III AAAs and Title VI programs by developing outreach materials and expanding access to information through newsletters, webinars, and public forums in both Title III provider centers and Tribal provider centers.
- Increase participation of Title VI representatives in advisory councils, public hearings, and planning workgroups to elevate tribal perspectives in service planning and oversight.
- Ensure future services provided under Title III and related programs are culturally appropriate and offer training to providers to support integrating traditional knowledge into service models.
- Require AAAs to develop and implement targeted outreach plans for older Native Americans residing off reservation, in coordination with Title VI programs, Tribal partners and stakeholders.
- Incorporate feedback from Tribal consultation into state planning and resource allocation to identify service gaps and support programmatic integration.



GOAL #5

Develop internal behavioral health supports to help staff reduce secondary trauma while serving seniors with complex needs.

OBJECTIVE 5.1

Enhance workforce training and development in cultural humility, Mental Health First Aid response, trauma-informed care, and augmenting behavioral health staffing models to serve and understand the populations needs.

Strategies:

- Coordinate efforts with Human Resources to support staff and prevent burnout through self-care and mental health supports, and workplace accommodations.
- Procure licensed clinical support for staff in debriefing individually and collectively as peers; and assist in developing policies and procedures for addressing critical incidents involving older adults with behavioral health issues.
- Develop and execute a training plan for trauma informed care across all ALTSD divisions, with specialized training for Adult Protective Services staff.

OBJECTIVE 5.2

Enhance the mental and emotional well-being of older adults with complex behavioral health needs by providing integrated and individualized care.

Strategies:

- Establish a Behavioral Health Director position to respond to behavioral health needs
- Consider expanding the team of clinical advisors at APS to include in-house clinical support in each region of the state
- Procure licensed clinical support to assist APS staff in identifying, screening, assessing, and referring seniors with high acuity behavioral health issues.
- Partner with HCA/BHSD to assess the feasibility and impact of expanding intensive case management services for seniors with significant behavioral health issues.
- Consider allowing reduced or specialized caseloads for those working with older adults with behavioral health issues.

ALTSD POLICY ADVISORY COMMITTEE (PAC)

Established by NMSA 1978, 28-4-9 and is mandated by 45 CFR, 1321.11-Member List

Ms. Krista Kelley, *Chair*

Mr. Eugene Varela

Ms. Paula Getz

Mr. Robert Lujan

Ms. Stephanie Telles

Ms. Christina Campos

Ms. Laura Hopkins

Ms. Valerie Tsosie

Dr. Lena Ernst

DUTIES:

The purpose of the PAC is to provide continuing advice to the Secretary of the Aging and Long-Term Services Department (ALTSD) regarding services, activities, and programs provided by ALTSD and on how to best meet ALTSD 's constituent needs. The PAC advises, gathers information, conducts research, recommends and performs other such activities as may be requested by the Cabinet Secretary or as may be necessary to comply with Federal, state, or private funding requirements.

KEY INITIATIVES:

New MexiCare:

In 2023 New Mexico's Aging and Long-Term Services Department (ALTSD) created New MexiCare to support informal caregivers. Initiated by Governor Michelle Lujan-Grisham, New MexiCare provides financial support to individuals and their caregivers who do not otherwise qualify for a paid caregiver through Medicare or Medicaid. In addition to this stipend, participants are eligible for respite or day care, transportation, and safety monitoring. In 2024, the Legislature appropriated \$3.125 million per year through fiscal years 2025, 2026, and 2027 for implementation and evaluation of New MexiCare. New MexiCare is intended to complement other state and federal self-directed respite programs in New Mexico.

Kinship Caregiver Program:

In 2025 Governor Michelle Lujan-Grisham signed HB 252 into law, creating a new program to support grandparents and other relatives who step in to raise children when parents are unable to do so. The three-year Kinship Caregiver Support Pilot Program will connect eligible caregivers with essential services, including case management, legal assistance, mental health support and respite care.

Behavioral Health Assessment:

In response to the increasing number of New Mexico seniors experiencing behavioral health or cognitive needs, ALTSD has identified a critical need to enhance both the services provided to constituents and internal staff support. This assessment aimed to recommend an internal structure that assists ALTSD staff in providing behavioral health support consistent with trauma-informed practices. A wide range of stakeholders were interviewed as part of the assessment; the behavioral health goals are a reflection of that work.

Food Box Program:

ALTSD implemented a pilot project for rural senior non-perishable food boxes, collaborating with HCA and the food banks to deliver shelf-stable food items to 15 senior center, housing authority and Adult Protective Services sites.

Opioid Pilot Project Grant:

A Pilot project launched by APS to strengthen assessment practices for individuals experiencing substance use disorder in a targeted region. This initiative aims to improve how APS identifies, responds to, and supports vulnerable adults impacted by substance use. By testing new assessment and engagement strategies, the pilot provides critical insight into enhancing statewide practices for more effective and compassionate service delivery to individuals suffering from substance use disorders.

Lifespan Respite Care Program:

Respite care supports family caregivers of older adults and adults with disabilities, and adults with chronic conditions. This program provides accessible, community-based respite care services and is an essential component of home and community-based long-term services. Respite services can contribute to the well-being of caregivers and the well-being of the care recipients. This program provides essential training and education for caregivers, supports the expansion and coordination of respite services in rural areas, and streamlines the access to these services.

Conference on Aging:

The Conference on Aging is an annual conference put on by ALTSD focused on education and resources related to care giving, healthy aging and vibrant living, shifting the narrative toward not just longevity, but quality of life. Attendees have the opportunity to engage in informative sessions, recreational activities, and getting connected with important resources. The conference reflects ALTSD's broader mission to bring together seniors, caregivers, service providers, advocates and experts to help address critical issues affecting older adults. It provides a trusted space for participants to learn, connect and celebrate in an immersive experience.

